

Avigilon Support Statement

Avigilon confirms that we will support customers running License Plate Recognition and Avigilon Control Center Video Management on supported Operating Systems in a VMware virtual machine environment.

Avigilon will provide unqualified support for License Plate Recognition and Avigilon Control Center Video Management products running in a VMware virtual environment in an identical manner as with License Plate Recognition and Avigilon Control Center Video Management products running on any other major x86 based systems without initially requiring reproduction of issues on native hardware.

Should Avigilon suspect that the virtualization layer is the root cause of an incident; the customer will be required to contact the appropriate VMware support provider to resolve the VMware issue.

While Avigilon products are expected to function properly in a VMware virtual environment, there may be performance implications which can invalidate License Plate Recognition and Avigilon Control Center Video Management typical sizing and recommendations.